

Do you have a problem with an Ontario provincial or municipal service?

Do you feel you were treated unfairly or disrespected?

Did you face a long delay, or have trouble getting answers?

Do you need information about what services you are entitled to?

**We are a safe space for Two-Spirit and LGBTQIA+ people in Ontario, and we can help.**



## OUR COMMITMENT

You have the right to live, work, and interact with Ontario public bodies without discrimination based on sexual orientation or gender identity.

We are committed to resolving complaints and making recommendations that will improve services, promote human rights and help vulnerable people.



Independent Impartial Confidential Free

### Contact us:

Office of the Ombudsman of Ontario  
483 Bay Street, 10th Floor, South Tower  
Toronto, ON M5G 2C9

1-800-263-1830

TTY (teletypewriter): 1-866-411-4211

[www.ombudsman.on.ca](http://www.ombudsman.on.ca)

Email: [info@ombudsman.on.ca](mailto:info@ombudsman.on.ca)



Do you have a concern about a provincial or municipal service in Ontario?  
**We can help.**



Potential outcomes for you include:

- Changing an unfair policy
- Improving a poor service
- Getting reasons for what happened to you
- Receiving money or benefits owed to you

 Facebook: Ontario Ombudsman

 Twitter.com: @Ont\_Ombudsman and @Ont\_OmbudsmanFR

 Instagram: OntOmbuds

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## WHAT IS THE OMBUDSMAN?

The Ombudsman's Office is a free resource for anyone in Ontario who has a problem with a provincial or municipal government service.

We resolve complaints, investigate issues, and make recommendations to improve public services.

We will try to resolve your issue, or let you know where to go to get help.



## WE CAN HELP YOU WITH:



- ServiceOntario (driver's licences, health cards, birth certificates)



- Services provided by children's aid societies, group and foster homes for children and youth



- Ontario Health Insurance Plan (OHIP), Trillium Drug Benefit and other drug programs



- Municipal services, programs and permits

- Ontario Disability Support Program (ODSP), Ontario Works and other social benefits



- School boards, colleges, universities and student assistance programs

- Correctional facilities and youth justice centres



- Family Responsibility Office (FRO)

- Workplace Safety and Insurance Board (WSIB)



- Landlord and Tenant Board, Human Rights Tribunal, and other tribunals



- Services provided in French under the *French Language Services Act*

## WHAT YOU CAN EXPECT FROM US

- We will listen respectfully to your story and ask some questions.
- We can make inquiries with the government service to determine if they were fair to you.
- We are independent of all governments. Provincial and municipal officials are required to co-operate with us.
- We are objective and we work to ensure the public is served in a way that is reasonable and fair.
- We will try to resolve your issue quickly. If it is outside our jurisdiction and there is another agency that can deal with the problem, we will help you contact them.
- Our services are free.



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